

## Service Providers

For services in Western Washington:



Provail's Therapeutic Services  
[www.provail.org](http://www.provail.org)  
12550 Aurora Ave. North  
Seattle, WA 98133-8036  
(888) 810-0745  
(206) 363-7303  
(206) 361-5628 Fax

## For services in Eastern Washington:



Eastern Washington University (EWU)  
[www.ewu.edu](http://www.ewu.edu)  
310 North Riverpoint Blvd. Box V  
Spokane, WA 99202-1675  
(509) 358-7597  
(509) 368-6561 Fax



**WASHINGTON**  
RELAY

Washington Telecommunication Relay Service  
(WATRS)

Some specialized telecommunication equipment must be used with Relay. Relay is a free service that connects people who have special communication needs to people who use a standard telephone to communicate, and vice versa.

- To use Relay, simply dial 7-1-1
- You will be connected to a Relay Operator (RO)
- The RO will dial the phone number being called and relay the conversation between both people.

## Contact Information

**Department of Social  
and Health Services (DSHS)**

**Office of the Deaf  
and Hard of Hearing (ODHH)**  
PO Box 45301  
Olympia, WA 98504-5301

**(800) 422-7930** V/TTY  
**(360) 902-8000** V/TTY  
**(360) 902-0855** Fax  
**(360) 339-7382** VP

**Visit us online!**

**<http://odhh.dshs.wa.gov>**  
Email: [odhh@dshs.wa.gov](mailto:odhh@dshs.wa.gov)

EndHarm  
Report Abuse of Children  
and Vulnerable Adults  
**1-866-ENDHARM (866-363-4276)**

## Helpful Information about Services for people who have **Speech Disabilities and Limited Mobility**

**Telecommunication Equipment**  
Removing communication barriers in the  
community



**ODHH** Office of the Deaf  
and Hard of Hearing  
DSHS 22-679 (Rev. 6/12)

**The Telecommunication Equipment Distribution (TED) Program provides telephone equipment to people who have speech disabilities and limited mobility so that they may access and use the telephone independently.**

The TED Program partners with Provail Therapeutic Services and Eastern Washington University (EWU) to provide services to eligible individuals.

**You may qualify for TED services if:**

- You have a speech disability (with or without limited mobility); or
- You have a hearing loss with limited mobility.

**You must also be:**

- A Washington State resident; and
- Age four (4) or older.

**Eligibility may be determined by:**

- Speech Language Pathologists
- Qualified Health Care Professionals
- Contracted Service Providers

For a complete list of certifying professionals, see DSHS Form 14-264 Application for Telecommunication Equipment.

**REFERRAL**

**To receive equipment, you must:**

- Complete DSHS Form 14-264 Application for TED Equipment.
- Mail your completed application to the TED Program.

**When your application is accepted:**

- We will notify the service provider in your area. They will meet with you for an evaluation, assess your needs and identify appropriate equipment.
- We will work with the service provider to approve equipment and number of hours required for evaluation and training.
- The service provider will schedule training with you and others, as necessary. They will work with you throughout the training process and document performance outcomes based on the goals established.

**Evaluation and Training is provided by contracted Service Providers, a team of Speech Language Pathologists and other qualified health care professionals.**

**EVALUATION**

**Evaluation is provided at not cost.**

Service Providers from the TED Program will assess your needs and determine the most appropriate specialized telephone equipment for you.

**EQUIPMENT COST**

**Clients may or may not have to pay for equipment.**

Equipment cost is determined by a sliding scale that uses family size and income to calculate the amount you must pay, if any. The TED Program must receive payment before we can issue equipment. If you are required to pay, but cannot afford the cost, you may request a waiver. Contact the TED Program for more information about the waiver process.

**TRAINING**

**Training is provided at no cost.**

Service Providers will set-up the equipment so that it is accessible to you, and train you on how to use the equipment.